

Revised Proposal

P1 – Proposed Home Performance with ENERGY STAR® Quality Assurance Requirements

Background

The National Home Performance with ENERGY STAR (HPwES) Program believes that providing clear guidance on program quality assurance (QA) requirements to local sponsors is an important element in the program's continued success. In June of 2007, ENERGY STAR proposed changes to the program QA requirements for local program sponsors and asked for comments from stakeholders. Based on those comments, ENERGY STAR has revised its QA proposal changes.

Initial Proposal

The (initial) proposed changes to the QA requirements are as follows:

- All participating contractor jobs must be reported to the Program Sponsor.
- All job reports will be reviewed by the Program Sponsor based on an established protocol to identify questionable items and problems for follow-up with the contractor during an on-site inspection.
- All customers will be given a brief "Satisfaction Survey" to allow them to provide feedback directly to the Program Sponsor. Problems identified in the feedback will be addressed.
- All participating contractors will have at least one (1) on-site job inspection per quarter by the Program Sponsor or have a random sampling of 3% (1 in 33) of their jobs inspected on-site per quarter, whichever is greater.
- All Program Sponsors must record and track their inspections, rate of inspections, findings, and corrective actions. Records must be available for review when requested.

Revised Proposal (after comments)

The (revised) proposed changes to the QA requirements are as follows:

- All jobs performed by contractors who are using HPwES logo (i.e. "participating contractor") must be reported to the Program Sponsor when a Home Performance Assessment is completed and some recommended work is done.
- All job reports will be reviewed by the Program Sponsor based on an established protocol to identify questionable items and problems for follow-up with the contractor during an on-site inspection. **(no change)**
- **All Program Sponsors are required to have a systematic customer feedback mechanism which allows customers to provide feedback directly to the Program Sponsor. Problems identified from the feedback must be addressed. It is recommended that Program Sponsors actively survey customers (e.g. direct mail or phone call) independently of participating contractors to fulfill this requirement. It is also recommended that Program Sponsors either send surveys to every customer or establish a routine random sampling protocol for the survey.**
- **All participating contractors will have an on-site job inspection rate set at a minimum of 5% (1 in every 20 jobs). It is recommended that Program Sponsors establish an adjustable on-site inspection rate for contractors based on job experience and performance. This inspection rate reduces as the contractor gains experience in the program and as on-site inspections show the contractor is**

1 **performing well. Contactors may drop down a level if performance slips. Here is**
2 **the recommended set of levels:**

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4 **Level 1 Contractor - The first 3-5 jobs will be inspected on-site or mentored.**

5 **Level 2 Contractor – 20% of the next 20 jobs are inspected on-site (4 out of 20)**

6 **Level 3 Contractor – 5% of all jobs inspected on-site (1 in 20)**

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8 - All Program Sponsors must record and track their inspections, rate of inspections,
9 findings, and corrective actions. Records must be available for review when requested.
10 **(no change)**

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12 QA Notes:

- 13 - Providing feedback to the contractor to help improve their job performance is
14 recommended.
15 - QA will be handled the same way for all jobs regardless whether a consultant or
16 contractor business model is used or unless performance data can prove that a
17 modification is sensible.
18 - Program Sponsors may authorize an independent entity to review reports, initiate
19 customer feedback, follow-up on problems, perform on-site inspections, and document
20 actions. For example, if BPI accreditation is a local program requirement for contractor
21 participation, BPI could perform these functions.

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23 Comments Requested:

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25 The National HPwES Program is seeking comments on these changes in the proposed
26 approach for QA requirements.

27 Specifically:

- 28 - Are the changes in the approach clear and reasonable?
29 - If they are not clear and reasonable, how should they be modified to make them so?